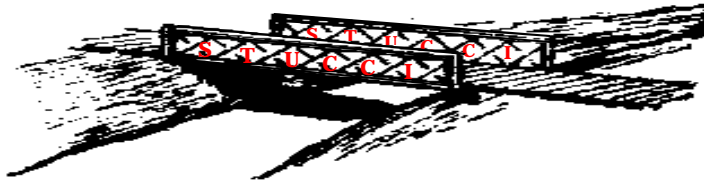


Case Management Bridge Crossings

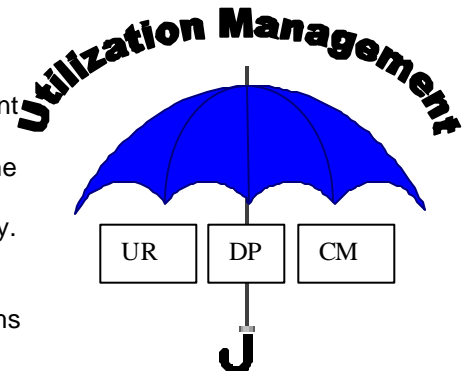
Bridging the Chasms of Case Management . . . making it a reality

Melanie Prince, Capt., USAF, NC



Medical Management: The New Umbrella!

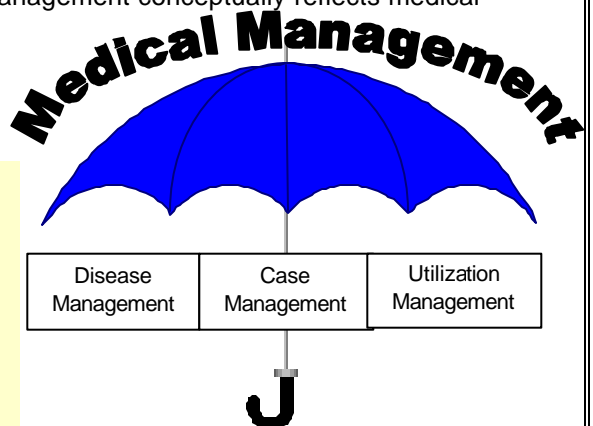
Past descriptions of patient management programs placed case management under the Utilization Management (UM) umbrella. UM referred to three processes: utilization review, discharge planning, and case management. The current trend in the health care industry is to focus efforts in programs and processes that have greater impact on controlling cost and enhancing quality. In the traditional UM model, utilization review had a greater impact on cost. Discharge planning had a greater impact on quality. Case management impacted both cost and quality almost equally. The more successful programs in the industry synergize the use of all processes that address cost and quality. These programs are based on principles of traditional utilization management, disease management, case management, and other forms of coordinated care. Medical Management is the term used to describe the above strategies when applied as a comprehensive approach. This trend is in concert with the MHS strategy of applying case management from a broad-spectrum approach. The current model for broad-spectrum case management conceptually reflects medical management. It includes use of disease management, care coordination, and individual case management along the entire spectrum of health care for our beneficiaries. So, same concepts-- different phrase-- and a larger umbrella!



Business Case Analysis (BCA)

The Project Manager (PM) has completed the Business Case Analysis (BCA) on Case Management (CM) in the Military Health System (MHS). The BCA was completed to help answer three important questions related to CM: What should CM look like in the DoD? Why should DoD spend money on CM? What is the best approach for CM – Purchased Care, Direct Care, or a combination of both. The BCA shows that industry includes case management as a component of “Medical Management”. It

addresses the needs of not only catastrophic and complex patients but also patients with chronic disease to prevent the occurrence of adverse health outcomes or costly care. Medical management addresses cost and quality by reducing length of stay, eliminating duplication, arranging the appropriate level of care and ensuring timely interventions. The MHS can benefit from investing in Medical Management strategies, improving existing clinical processes, and optimizing information and technology to better serve our most vulnerable population. These efforts would yield positive return on investments annually and enhance overall patient satisfaction.



IPT Accomplishments

The Broad-spectrum Case Management (BCMP) Integrated Project Team (IPT) has written a common definition and model for CM in the MHS. This is a critical success factor in achieving standardization for clinical case management in the MHS. In pursuit of accurate contact information for clinicians involved in case management, the IPT developed an international directory of Case Managers with the assistance of the Services, TRICARE regions, and Managed Care Support Contractors. Be on alert for the new web-based directory in the very near future! In addition to the directory, the case management web-page will host a variety of information on regional case management activities, an educational toolkit, and reference materials for easy access by clinicians. The IPT PM is in ongoing discussions with TMA leadership on various recommendations made by the team members. Stay tuned for more information as it develops!